



TRINITY HEALTH POSITION DESCRIPTION

Job Code:	T2573	Title: Senior HR Specialist
Date:	June, 2020	Department: Organization Effectiveness
FLSA:	Non-Exempt	Reports To: HR Manager, Director, CHRO or other HR leader (varies)
Grade:	10	Approved By:

POSITION PURPOSE

Provides Human Resource (HR) support for various operations, projects, program management, and service delivery initiatives. Work activities involve interacting with executives, various levels of management and professionals, colleagues and vendors providing and disseminating information, as well as independently completing multiple activities pertaining to the planning, implementation, coordination and evaluation of various HR operations, projects, program management, and service delivery. Work activities require a thorough understanding of HR Center of Excellence (COE), HR Shared Services (HRSS) and HR Business Partner (HRBP) services and technical proficiency in the application of internal systems (e.g., Workday, Kronos timekeeping) other online platforms (e.g., Sharepoint, Quickbase, MS Teams, etc.) in order support content management, set-up and maintain internal databases; develop reports, support special projects and initiatives, and provide varied administrative support. This position reports to an HR manager, director or other HR leader.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates and demonstrates the mission, vision and values of Trinity Health in leadership behaviors, practices and decisions.
2. Interacts with executives, various levels of management and professionals, colleagues, and vendors providing and disseminating information, as well as completing actions pertaining to HR operational policies, procedures and processes. Completes multiple and diverse activities pertaining to the planning, implementation, coordination and evaluation of various HR operations, projects, program management, and service delivery initiatives.
3. Responsible for providing project, program management and service delivery support and facilitation to ensure planning and implementation objectives are met. Works autonomously and collaboratively to support the execution of projects, programs and service delivery initiatives on time, on budget and to specifications.

4. Prepares and develops communication materials, documentation, templates, toolkits, reports and detailed summaries for a variety of audiences, including executive teams, service partners, business leaders, and program participants. Works with HR Center of Excellence (COE) leaders, key stakeholders and subject matter experts to develop and refine content. Interfaces with System Office Marketing and Communications to ensure adherence to Trinity Health written standards, logos and other design elements. Ensures approval channels are complete before finalization.
5. Serves as interface and contact with selected audiences, including executive teams and COE leaders, for aligned HR projects and operational services in order to address questions, obtain and exchange information, conduct follow-up and obtain problem resolution. Develops, oversees, organizes, and maintains project, program and/or aligned services website(s) and other online platforms (e.g., Sharepoint, Quickbase, MS Teams, etc.) for content management and to ensure timely posting of and/or updating of informational materials. Interacts frequently with system and ministry leaders, COE leaders, and other project, program and service delivery participants to ensure objectives are met in a timely and appropriate manner.
6. Assists organizing events within the HR service scope of the aligned HR function, including large scale ministry-based and/or system events. Maintains related databases, orders related materials, prepares and disseminates communications, participates and facilitates meetings, etc.
7. Conducts data integrity audits; reviews and maintains system data (e.g., supervisory orgs); accesses systems (i.e., Workday) to obtain and verify data and correct system discrepancies; generates statistical and operational reports and interfaces with HRSS, including HR Technology, for technical guidance.
8. Processes, reconciles, approves and monitors HR billing and expense statements/invoices, and payroll actions.
9. Assists in the continuous improvement of applicable HR practices, procedures and processes. Participates in and supports projects and ad-hoc requests that may related to any HR function. Keeps abreast of and adheres to HR plans, policies, procedures; information systems/applications, pertinent laws and compliance regulations.
10. Performs general administrative support requiring proficiency in the utilization of various software and application packages and the ability to navigate and access internal information systems, e.g., Workday, Kronos timekeeping, etc.
11. Maintains a working knowledge of applicable Federal, State and local laws and regulations, Trinity Health's Corporate Integrity Program, Code of Ethics, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical and professional behavior

MINIMUM QUALIFICATIONS

1. Associate's degree in Human Resources, Business Administration, Communications or related field and a minimum of three (3) to five (5) years' experience in an Human Resource support role, Customer Services or higher-level Administrative Assistant role in a high volume highly confidential work environment or an equivalent combination of education and experience. Bachelor's degree preferred.

2. Strong written and verbal communication skills in order to discuss technical or sensitive information with internal and external customers. Detail oriented with a high level of organizational skills and ability to manage and complete work in an efficient and thorough manner.
3. Ability to exercise good judgment and exercise initiative.
4. Ability to manage details, handle simultaneous projects and meet multiple deadlines.
5. Strong execution skills with considerable experience in planning, formulating, and executing work plans for highly visible work with multiple contributors and executive stakeholders.
6. Ability to build strong, solid relationships with all key stakeholders. Consults with leadership to proactively anticipate customer needs and is creative and flexible in developing options.
7. Ability to work in a fast pace work environment and handle multiple tasks and competing priorities within established deadlines.
8. Flexibility with handling and prioritizing completion of multiple tasks/projects in a timely and organized manner.
9. Ability to maintain high-level of work productivity in a virtual environment.
10. Ability to work independently and with minimal supervision. Ability to work in a team environment and provide support to multiple positions. Ability to resolve problems and complete assignments accurately and promptly.
11. Ability to deliver consistent services utilizing the defined HR standard work methods to address people, process and technology related issues.
12. Proficiency in MS product suite (Word, PowerPoint, Excel, Windows, Access, Visio) or related computer software. Ability to independently design, develop and represent presentation materials both graphically and aesthetically for executive audiences based on assessed needs. Ability to quickly learn and apply new software programs.
13. Some knowledge and experience of HRIS; familiarity with Workday preferred.
14. Some knowledge of online content management systems, e.g., Sharepoint, Quickbase, MS Teams, etc.
15. Exceptional level of accuracy and attention to detail. Ability to take initiative and be proactive.
16. Ability to serve as a steward of the culture by working to establish and maintain a caring, collaborative and high-performance culture and displaying a commitment of diversity. Ability to understand organizational relationships and structures.
17. Ability to continuously learn and seek personal and professional growth opportunities in technical areas of professional focus and to build credibility with customers, peers and team members.

18. Must be comfortable operating in a collaborative, shared leadership environment.
19. Must possess a personal presence that is characterized by a sense of honesty, integrity and caring with the ability to inspire and motivate others to promote the philosophy, mission, vision, goals and values of Trinity Health.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

1. This position operates in a typical office environment. The area is well lit, temperature-controlled and free from hazards.
2. Incumbent communicates frequently, in person and over the telephone, with people in several different locations on technical issues.
3. Manual dexterity is needed in order to operate a keyboard. Hearing is needed for extensive telephone and in person communications.
4. The environment in which the incumbent will work requires the ability to concentrate, meet deadlines, work on several projects at the same period and adapt to interruptions.
5. Must be able to set and organize own priorities and adapt to them as they change frequently. Must be able to work concurrently on a variety of tasks/projects in an environment that may be stressful with individuals having diverse personalities and work styles.
6. Remains stationary for extended periods of time, extensive computer work; occasionally transports objects weighing up to 25lbs.
7. Must possess the ability to comply with Trinity Health policies and procedures.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this classification. They are not to be construed as an exhaustive list of duties so assigned.